



Explanation of Services Jacksonville, FL

What is MD2U?

MD2U is primary care delivered in the home for those that are homebound, disabled and/or it is a taxing effort to get out of your home for medical care. We work closely with home health nurses, therapists and social workers to help you remain at your highest level of function and reduce the need for more acute levels of care.

Does MD2U accept Medicare and Medicaid?

MD2U takes Medicare assignment and most commercial insurances. We will file your insurance on your behalf. There are no additional fees related to your MD2U provider visits. We also take patients that have Medicare and Medicaid. If your insurance required a co-pay for an office visit with your previous physician the same would apply for our services.

If you have any questions regarding a bill or payment please call our **Billing Department at 904-309-9996 Option 4.**

How do I know if I qualify for MD2U services?

Call our offices **904-309-9996 Option 1** and speak with our Intake Department to see if you or someone you care for qualifies for our services.

Will I see a doctor every time MD2U comes to my house?

In most cases, MD2U patients will be seen by nurse practitioners. Nurse practitioners are registered nurses who have completed extensive additional training that enables them to perform most of the duties of a physician at a much lower cost to you and your insurance provider.

Nurse practitioners are also able to visit each patient more frequently. This frequency helps keep our patients out of the hospital by identifying health issues early when they can be treated most effectively.

Who is my MD2U provider?

MD2U providers are well trained and highly qualified nurse practitioners. You will be assigned a provider in your area. Most follow up visits and acute visits will be made by your assigned provider, however, there may be times when you will be seen by another provider.

What is a nurse practitioner?

Nurse practitioners are registered nurses who have completed extensive additional education, training, and have a dramatically expanded scope of practice over the traditional RN role. To become licensed/certified to practice, nurse practitioners hold national board certification in an area of specialty (such as family, women's health, pediatrics, adult, acute care, etc.), and are licensed or certified through the state nursing boards rather than medical boards. The core

philosophy of the field is individualized care. Nurse practitioners focus on patients' conditions as well as the effects of illness on the lives of the patients and their families. NPs make prevention, wellness, and patient education priorities. Another focus is educating patients about their health and encouraging them to make healthy choices.

Nurse practitioners treat both physical and mental conditions through comprehensive history taking, physical exams, ordering and interpreting diagnostic tests. NPs can then diagnose the disease and then provide appropriate treatment for the patients, including prescribing medications. NPs can serve as a patient's primary health care provider, and see patients of all ages depending on their specialty (family, pediatrics, geriatrics, etc.).

Will a doctor be involved in my treatment?

Each nurse practitioner has a close relationship with an MD2U collaborating physician. This physician is a resource for complex medical issues and can visit a patient when necessary.

Can the MD2U provider be my primary care provider?

Absolutely! The MD2U provider can become your primary care provider. The only difference is that the MD2U provider comes to you. No more waiting in a crowded doctor's office. MD2U can also work closely with your existing primary care physician. In these situations, we send a letter to your existing physician to help clarify MD2U's role in your care.

What services are available for me in my home?

Your Patient Care Coordinator will work with you and your family/caregiver to access community resources such as home health nursing, wound care, physical therapy, social work, psychiatric services, bath aid, durable medical equipment, mobility equipment, diabetic supplies, and personal care assistance.

Your Patient Care Coordinator will also coordinate services in your home that your MD2U Provider has ordered for you such as: blood tests, urine tests, x-rays, ultra-sounds, EKG's and Echocardiograms.

Your Patient Care Coordinator and your MD2U Provider will work together to create a personalized primary care network that provides ongoing quality care for you while you are a patient of MD2U.

Patient Care Coordinators 904-309-9996 Option 2 or call your assigned Patient Care Coordinator directly at the number given to you at your first visit.

How long does it take to get an appointment?

MD2U providers have appointment times available Monday through Friday between the times of 9:00am and 4:00pm. A new patient visit is typically available within 5 days of initial contact. In most cases an existing patients can be seen within 24-hours of a phone call to our Patient Support Center.

You will also have access to our 24-hour emergency phone line; MD2U does not use answering services. Our providers generally see patients on a routine basis of every 4 weeks. MD2U limits each provider to a few hundred patients to allow time necessary to focus on each one.

To schedule an appointment or to find out the date of a follow up visit please call your assigned Patient Care Coordinator or **904-309-9996 Option 2**.

Will my MD2U Provider draw labs or perform diagnostic tests?

No, your MD2U provider does not draw labs or perform diagnostic tests; however, your Patient Care Coordinator coordinates these services for you.

What if I need a refill on a medication?

Medication refills should be called to your pharmacy at the visit if the bottles or medications are available to do so. If you need medications refilled or are close to running out, please have bottles readily available for your provider to call in at the time or each appointment.

Please check your bottles and see if there are any refills available at your pharmacy. If so then you simple call your pharmacy to have them prepare your medications.

If your bottle indicates that you have no refills remaining please contact or offices at **904-309-9996 Option 3**.

How do I know I have a scheduled appointment?

After each visit with your MD2U provider you will be given an approximate time for your next visit. You may call your **Patient Care Coordinator** anytime to see when your next visit is scheduled. On the day prior to our visit your Patient Care Coordinator will call you with an approximate time. Because it is so uncertain what may occur in your Providers day a two hour window is given to you to allow extra time for each of our patients that may need it.

Appointment times are not exact but a 2-hour window will be given. We make every effort to arrive within this window.

What appointment times are available?

MD2U providers have appointment times available Monday through Friday between the times of 9:00am and 4:00pm with the exception of national holidays.

How quickly can I get an appointment?

New patient visits are available within 5 days of your request. Existing patients can typically be seen within 24 hours of a phone call to our Patient Support Center or your Patient Care Coordinator.

What should I expect at my first visit?

The initial visit is to summarize medical history and to establish a health care baseline. Please have all insurance cards, picture identification and all medication bottles available at your first visit.

What should I expect at each follow up visit?

Most of our patients are scheduled for follow up visits every 4-6 weeks based on medical needs. MD2U providers will let patient know when they can expect to see them again. This request is forwarded to your Patient Care Coordinator and an appointment is made based on that time frame and patient location. Patients do not need to call and schedule follow up appointments; however, you may call at any time to see what day your appointment has been scheduled.

What if I have an urgent need to see my Provider and cannot wait for my scheduled follow up visit?

If a patient has a follow up visit scheduled but has an acute problem and needs to be seen by an MD2U provider, patient should call our office to schedule a visit. We will make every effort to see that patient within 24 hours.

What if I need to be admitted to the hospital?

As with most primary care physicians, we do not go to the hospital but we collaborate with excellent hospital physicians. If you should need to be admitted to the hospital we will work with those physicians to make sure you are well taken care of.

Will my MD2U provider collaborate with my existing primary care provider?

In most cases, the MD2U provider will become your primary care provider. However, in rare occasions our patients continue to see their former physician every 6 months. In these situations, we send a letter to your existing physician to help clarify MD2U's role in your care.

What if I need to go to a specialist?

If you are currently being seen by a specialist, you will continue to see that physician. However, if you require a new referral to a specialist, we will be happy to make that referral for you.

What if I have an emergency?

MD2U does not provide Emergency Care. However, we are available to provide advice on the urgency of any concerning medical issue by calling our office.

MD2U providers are available after hours on our After Hours Urgent Care Line for urgent medical questions and concerns. Prescription refills and administrative concerns will not be addressed on this line. Those questions should be directed to our office during normal business hours. Please make sure you call your pharmacy first for refills.

MD2U makes every effort to see patients with acute issues within 24 hours. However, there are instances when our advice is that the patient proceeds to the nearest Emergency Room for evaluation.